

City of New Orleans Health Department

POSITION TITLE: Executive Director (Health Project & Planning Administrator)

PROGRAM: Healthcare for the Homeless (HCH)

REPORTS TO: Health Commissioner/Deputy Director

SUPERVISES: HCH Staff SCHEDULE: Full-time

DESCRIPTION:

The Executive Director (ED) will have the responsibility for the overall comprehensive health care program serving homeless persons. The Executive Director oversees the direction of and day-to-day operations of the health center and staff. In performing supervisory responsibilities, the ED works closely with the management team including the Fiscal and Medical Directors. The ED coordinates program activities, maintains working relationships with homeless service providers, develops and maintains community support, developmental efforts and plans for additional services at the clinic and strategic planning for the growth and success of the health center.

JOB RESPONSIBILITIES:

- 1. Oversee operations of the health center providing direction and guidance in obtaining the mission, goals and objectives of the program including but not limited to staffing, billing and quality improvement.
- 2. Strategic planning to ensure the success and viability of the health center.
- 3. Review and approve health center budgets.
- 4. Outline clinical goals in conjunction with medical and dental directors.
- 5. Foster relationships with community organizations, governmental agencies and all other that are necessary for the operations of the health center.
- 6. Coordinate and oversee grant writing and grant writing activities including timely submission of grant applications and renewals.
- 7. Identify new funding sources and areas of collaboration.
- 8. Facilitate the completion of reports due to funding agencies.
- 9. Ensure health center is compliant and maintains compliance with all local, State and Federal regulations and all grant conditions.
- 10. Evaluate cost and effectiveness of health center services.
- 11. Recruit new employees when there are openings; working with Health Department and Civil Service on hiring and retention.
- 12. Develop and oversee a program of staff development that includes in-service training, educational conferences or workshops, personal development and annual evaluation for every staff member.

- 13. Establish and implement medical, dental, fiscal and administrative policies and procedures.
- 14. Identify barriers prohibiting efficiency of operations within City Government and work with said departments to create relevant policies and/or procedures to correct problems.
- 15. Responsible for activating Freeze Plan, setting up and operating Freeze and Cooling Shelter.
- 16. Work with area shelters to coordinate overnight sheltering needs during inclimate weather and other emergencies.
- 17. Instrumental in Medical Special Needs emergency operations.
- 18. All other duties as required.

COMMUNICATION AND INTERPERSONAL RELATIONSHIPS REQUIREMENTS

- 1. Ensure that the beliefs and principals as stated in the health center's mission are embodied in the way services are organized and delivered to the community.
- 2. Research the feasibility of developing new programs or offering expanded services through the health center.
- 3. Establish ongoing communications with the service area community through contact with community organizations and the media (marketing).
- 4. Represent the health center by speaking to community groups.
- 5. Maintain membership in organizations that further the mission and goals of the health center by improving access to health care for all homeless and underserved citizens.
- 6. Conduct assessments of patient satisfaction with the provision of services rendered.
- 7. Monitor changing community health care needs and evaluate the ability of health center programs to meet those needs.
- 8. Demonstrates professionalism in appearance and behavior.
- 9. Completes delegated activities, projects and committee functions within appropriate time frames.
- 10. Must participate in employee relations and community relations activities conducted to enhance the success and mission of the New Orleans Health Department-HCH.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

- 1. Thorough knowledge of Community resources, Public Health and agencies providing homeless services.
- 2. Good knowledge of the principles, methods and problems of clinical management and activities.
- 3. Ability to motivate, direct and coordinate activities of medical and social services specialists and clerical support staff.
- 4. Ability to present ideas in a clear and concise manner.
- 5. Ability to establish and maintain effective working relationships with institutional and departmental staffs and other social service agencies, clients and the public.
- 6. Have knowledge of federal regulations and grant writing skills.

EDUCATION/TRAINING:

A Master's Degree in Business Administration, Health Administration, Public Health or a closely related field. Minimum of (5) years of professional experience within the health care arena with supervisory experience.